



18 March 2024

## PCC Candidates Briefing



**Our values**

Public First

| Compassionate

| Courageous

| Ownership

| Inclusive





# Vision & Values

## Our strategic vision

West Mercia Police is a **people-led, tech-enabled, crime fighting service.**

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# Geography of West Mercia

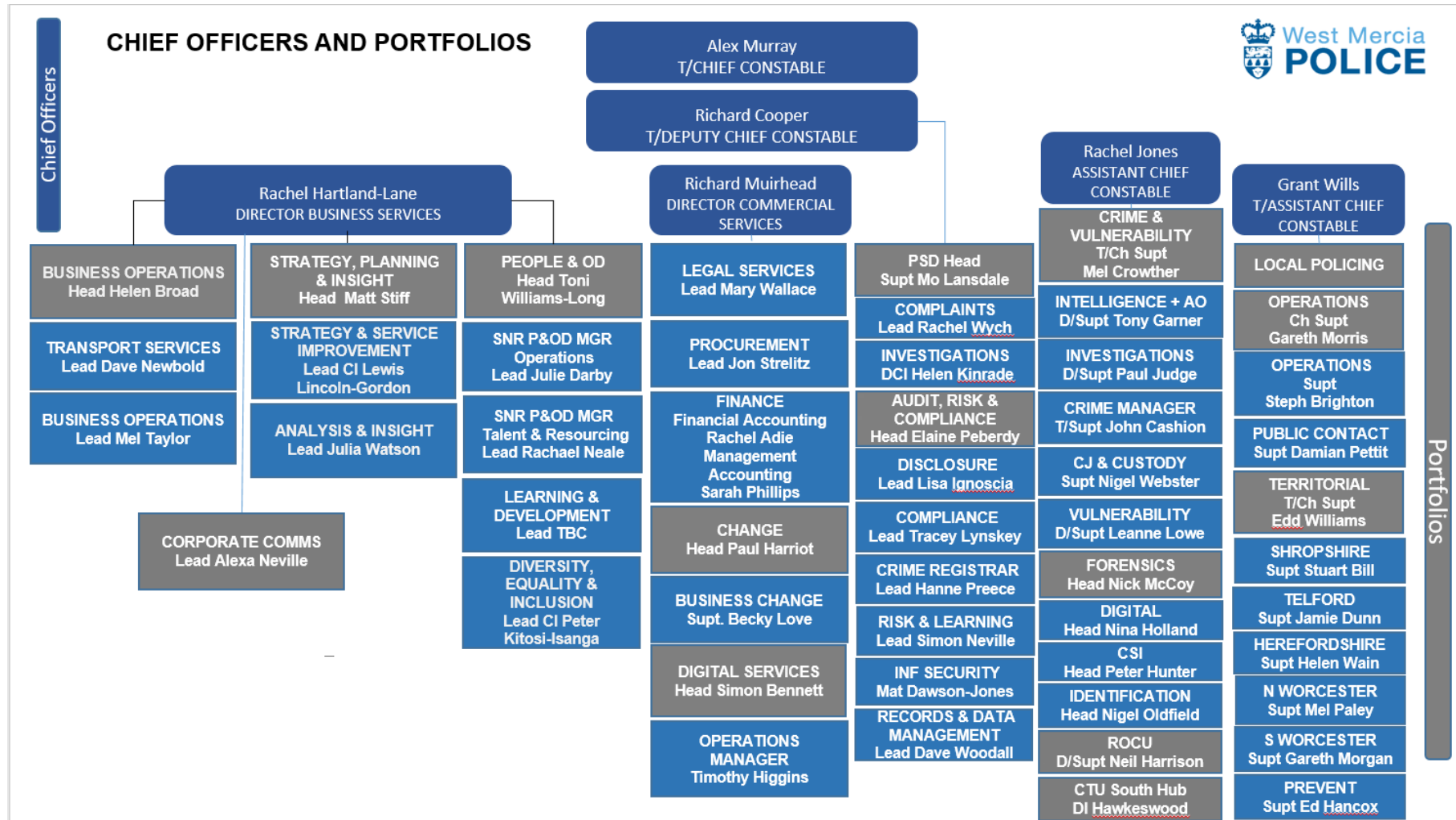


West Mercia is the fourth largest geographic policing area in England and Wales, covering 7,428 square kilometres. Our communities cover three counties: Herefordshire, Shropshire (which includes Telford & Wrekin) and Worcestershire, with more than 1.2 million people living in the areas we serve. Whilst many of its communities are rural there are significant urban areas and small areas of social deprivation that are among the 10 percent most deprived areas nationally.





# Structure of West Mercia





# Performance (Q3)



	Total Recorded Crime (Target: Below MSG Average for crime rate)			Violence With Injury			Rape (Target: Increased reporting)			Robbery			Residential Burglary			Business & Community Burglary			Vehicle Offences			Domestic Abuse (Crimes & Crimed Incidents) (Target: 5% increase or more)	
	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24	% Change	Year to Date 22/23	Year to Date 23/24
West Mercia	72,397	67,479	-7%	8,708	8,124	-7%	1,124	954	-15%	512	463	-10%	2,655	2,695	2%	1,233	1,236	0%	3,663	3,493	-5%	18,330	16,456
South Worcestershire	16,217	14,464	-11%	1,924	1,703	-11%	262	192	-27%	105	96	-9%	632	798	26%	330	333	1%	1,006	967	-4%	4,203	3,630
North Worcestershire	15,269	13,482	-12%	1,706	1,603	-6%	198	166	-16%	143	137	-4%	546	569	4%	216	278	29%	956	1,041	9%	4,282	3,703
Herefordshire	8,448	7,375	-13%	1,089	1,064	-2%	151	129	-15%	46	38	-17%	353	312	-12%	150	127	-15%	247	221	-11%	2,317	2,149
Shropshire	13,148	12,562	-4%	1,576	1,570	0%	181	163	-10%	65	70	8%	530	443	-16%	262	236	-10%	556	528	-5%	3,672	3,504
Telford & Wrekin	12,133	10,573	-13%	1,518	1,314	-13%	214	200	-7%	112	76	-32%	286	285	0%	145	117	-19%	556	442	-21%	3,856	3,470
MSG - to October 2023																							



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# Performance (Q3)

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## 5. Crime and Detections Total recorded crime – West Mercia

Upper Threshold Value	Exceeds Upper Threshold	10
Lower Threshold value	Exceeds Lower Threshold	

	Dec-23	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Total Recorded Crime	8745	6,618	7,505	-12%	Yes	67,479	72,397	-7%
Violence With Injury	7112	870	896	-3%	No	8,124	8,708	-7%
Violence Without Injury	1070	1,917	2,032	-6%	No	18,041	21,188	-15%
Rape	822	104	110	-6%	No	954	1,124	-15%
Other Sexual Offences	2685	178	200	-11%	No	1,766	1,970	-10%
Personal Robbery	1937	44	49	-11%	No	429	461	-7%
Business Robbery	158	2	4	-53%	No	34	51	-33%
Residential Burg	92	288	291	-1%	No	2,695	2,655	2%
Burg - Business & Community	272	146	137	6%	No	1,236	1,233	0%
Vehicle Offences	167	294	386	-24%	Yes	3,493	3,663	-5%
Theft from Person	74	25	37	-33%	No	339	379	-11%
Bicycle Theft	29	40	64	-38%	No	600	627	-4%

	Dec-23	12 month average	Last month change on 12 months ave.	Is the change statistically significant?	Prev 12 Months	Year To Date 23/24	Year To Date 22/23	YTD* % Change 23/24 Vs 22/23
Shoplifting	794	632	828	-24%	Yes	7,638	5,437	40%
All Other Theft	492	567	645	-12%	Yes	5,737	6,503	-12%
Offences Criminal Damage & Arson	780	578	696	-17%	Yes	6,301	6,936	-9%
Drug Offences	627	175	184	-5%	No	1,691	1,537	10%
Possession of Weapons	868	87	89	-2%	No	815	806	1%
Public Order	629	525	688	-24%	Yes	6,080	7,743	-21%
Misc. Crimes Against Society	205	146	168	-13%	No	1,506	1,376	9%
Serious Violence	138	851	880	-3%	No	7,980	8,576	-7%
Alcohol Related	102	438	413	6%	No	3,663	4,441	-18%
Incidents	71	14,782	17,256	-14%	No	150,195	183,486	-18%
Anti Social Behaviour	1176	1,016	1,471	-31%	Yes	12,961	16,745	-23%
Mental Health	486	6	9	-35%	No	83	129	-36%

The upper and lower control limits (thresholds) are derived by calculating 2 points of Standard Deviation from the mean. The mean is fixed for the year and is based on volumes recorded last financial year. Statistical tests have been carried out on the data in order to determine if any change in volume is 'statistically significant'. i.e. likely to be caused by something other than random chance. Significance level is measured at 95%.

- Yes – Test was statistically significant, and therefore it is likely to be non-random.
- No – Test was not statistically significant, and therefore it is likely due to random chance.
- NA – Test could not be completed due to volume size.



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# Performance (Q3)

## Key crimes - OC1-8 (minus 5) – Action Taken - Summary

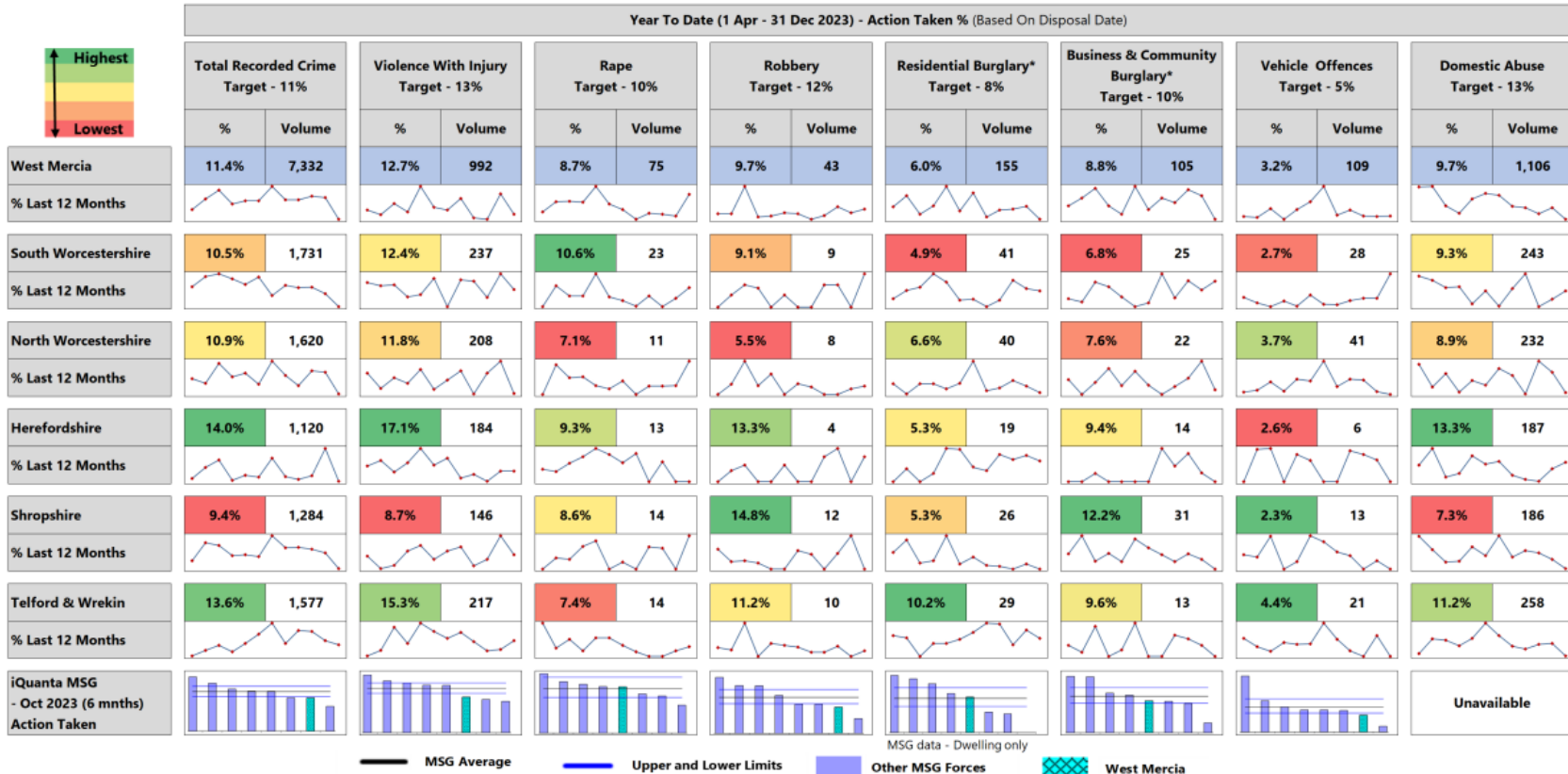
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Disposal dates can be added retrospectively, therefore previous months data will be refreshed and will most likely differ from previous reports.

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Performance Report Q3 Oct – Dec 2023/2024 - SPI/2024/025

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- \* National methodology used. This incorporates burglary of a shed or other outbuilding not connected to the main property into Residential Burglary instead of Business & Community Burglary in line with national reporting practices.
- MSG analysis for Action Taken is currently under development therefore OC1&1A is shown above. Forces are ordered best to worse - left to right.
- Outcome rates have been calculated using LPA Geography **not** OIC Command.
- Action Taken = Charge/Summons, Caution, Taken Into Consideration, Penalty Notice for Disorder, Cannabis Warning, Community Resolution.

### MSG Analysis Methodology

**iQuanta** – A ratio is calculated by taking the outcome volumes divided by crimes recorded in the given time period.

**ForceSight** – This uses an outcomes average and doesn't take into account crime volumes.



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# Performance (Q3)

Performance Report Q3 Oct – Dec 2023/2024 – SPI/2024/025  
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## 2. Public Contact and Call Handling - Emergency Response Times by Grade

### Key Points

- **75% of Grade 1 incidents** were attended within 20 minutes. This is **15 percentage points below the target**. This is an **increase of 2 percentage points** compared to the same month last year.
- **80% of Grade 2 incidents** were attended within 2 hours. This is an **increase of 18 percentage points** compared to the same month last year.

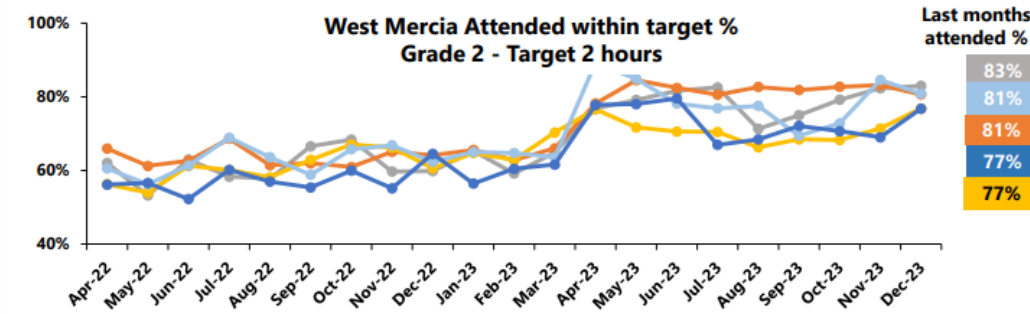
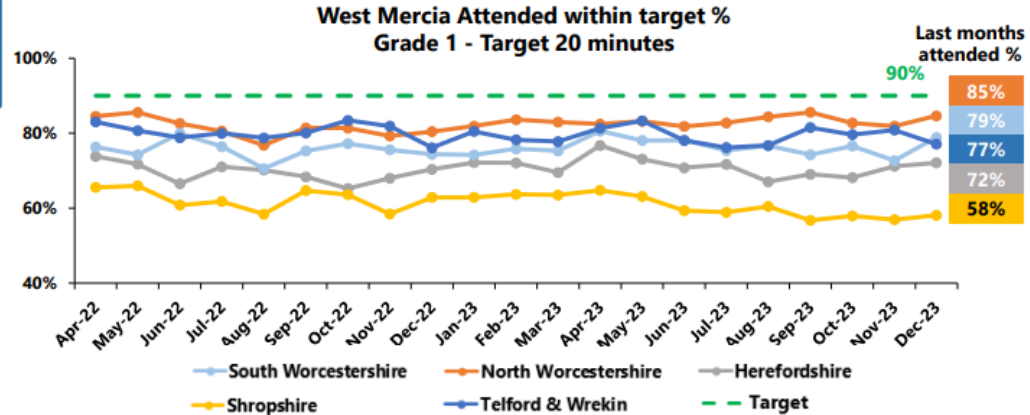
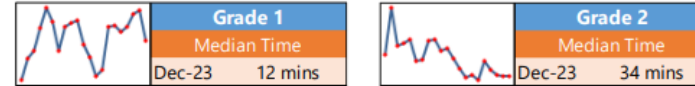
### What does this mean?

- **Grade 2 'Dispatch time'** has remained consistent following the large decrease with the **grading changes** made on **03 April 2023** and has recorded the **fourth lowest median time** since recording began in **March 2022**.
- **'Officer Time'** has remained similar compared to the **previous month** and makes up the **highest proportion of Grade 2 incident response time** since the **grading changes** made on **03 April 2023**.
- It is **almost certain** that the **decrease in Grade 2 incidents high 'dispatch time'** is **driven by the training and grading changes** made on **03 April 2023**. This is an **improvement**.

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Due to SAAB being unable to back record convert data, analysis and insight is only available from March 2022 onwards. 'Acknowledged', 'Dispatched' and 'Arrived' buttons are not mandatory and therefore data quality may be affected.

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# Performance (Q3)

## 2. Public Contact and Call Handling 999 Performance – Internal Data

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### Key points

- Last month there was a **10% (1477) increase** in 999 call demand compared to the previous month with 15,937 calls recorded; following three consecutive months of decrease.
- **85%** of 999 calls answered within 10 seconds – decreasing by 4 percentage points from the previous month. However, target was exceeded on 8 days.

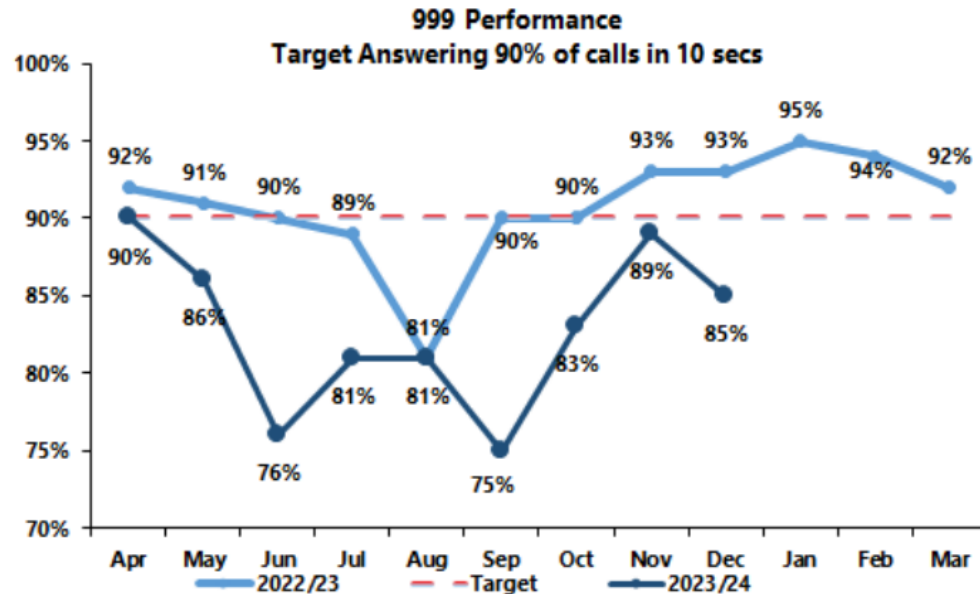
### What does this mean?

- The **increase** in 999 demand, due to Christmas uplift and storms, and issues with SAFE have very likely **driven the decrease in performance**.
- Inhibitors to improvement include:
  - 09 December – Ambulance Service using 999 due to fault on their telephony.
  - 19 December – Storm Pia and a full SAFE outage leading to use paper incident logs
  - 20 - 21 December - ongoing Safe Issues with system freezing and calls not presenting and being unable to set reserves.
  - 23 December – multiple repeat callers and low resources
  - 28 December – Storm Gerrit.
  - Increased sickness through December. Preferred Staffing Levels were continually reviewed and contingencies put in place.
- **9 calls** were passed onto **buddy forces** in November – a decrease of 3 from the previous month. Note that Buddy call data has a one month lag.

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# Performance (Q3)

Performance Report Q3 Oct – Dec 2023/2024 - SPI/2024/025  
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## 2. Public Contact and Call Handling 101 Answered by Interval

### Key points

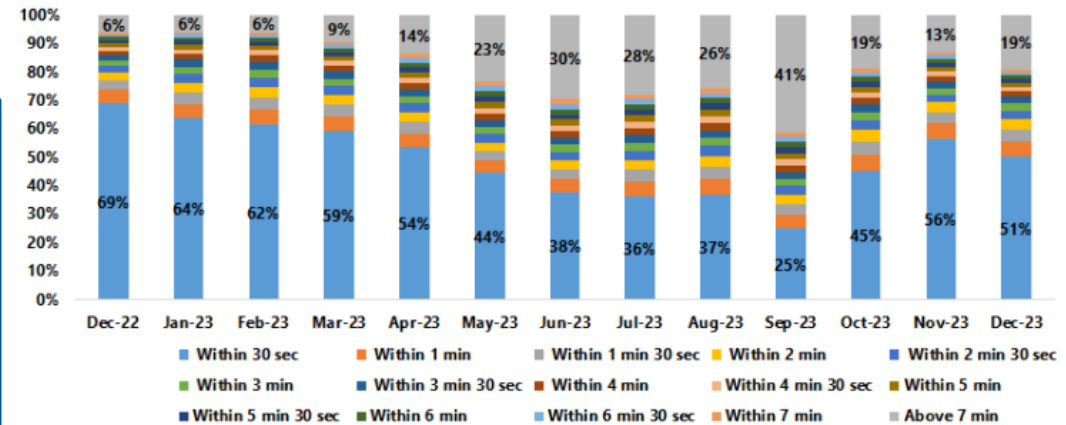
- Last month the OCC saw **16,257 101 calls**; of which **68% (10,999)** were **answered**.
- **Demand decreased** by 5% (928) to the **lowest volumes** recorded in **the year to date**; the fourth consecutive month of decrease.
- **51%** of answered **101 calls** were answered in **30 seconds or less**; a **decrease of 5 percentage points** compared to the previous month.
- **19%** of **101 calls** took **over 7 minutes to answer**; an **increase of 6 percentage points** compared to the previous month.
- **Average 101 talk time decreased by 26 seconds** on the previous month to **05:01** despite the decrease in performance.
- The **increase in 999 demand** and **low resource levels** has **likely driven the decrease in performance** despite calls being triaged through Project Switch.

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Data relates to answered calls

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101 Answered by Interval (Seconds)



### December 2023 Breakdown

Within 30 seconds	51%	Within 4 minutes 30 seconds	75%
Within 1 minutes	56%	Within 5 minutes	76%
Within 1 minutes 30 seconds	60%	Within 5 minutes 30 seconds	77%
Within 2 minutes	63%	Within 6 minutes	79%
Within 2 minutes 30 seconds	66%	Within 6 minutes 30 seconds	80%
Within 3 minutes	69%	Within 7 minutes	81%
Within 3 minutes 30 seconds	71%	Above 7 minutes	19%
Within 4 minutes	73%		



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# Performance (Q3)



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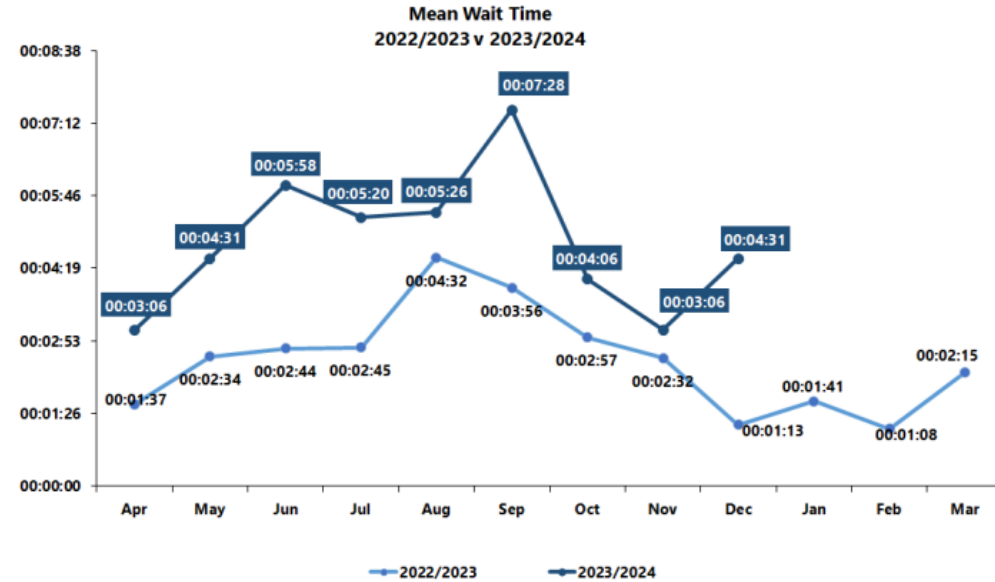
## 2. Public Contact and Call Handling 101 Median Wait Time

### Key points

- Last month's **mean wait time** was **4 minutes 31 seconds**, an **increase of 1 minute 25 seconds** from the previous month.

### What does this mean?

- This **increase** is **very likely driven** by the **increase in 999 demand** and **systems issues**.
- Year to date mean wait time** remains **above** those reported in the **previous year**.
- There is an **increase of 3 minutes 18 seconds** from the **same month last year** which itself saw a substantial decrease from the previous month.



Data relates to answered and abandoned calls

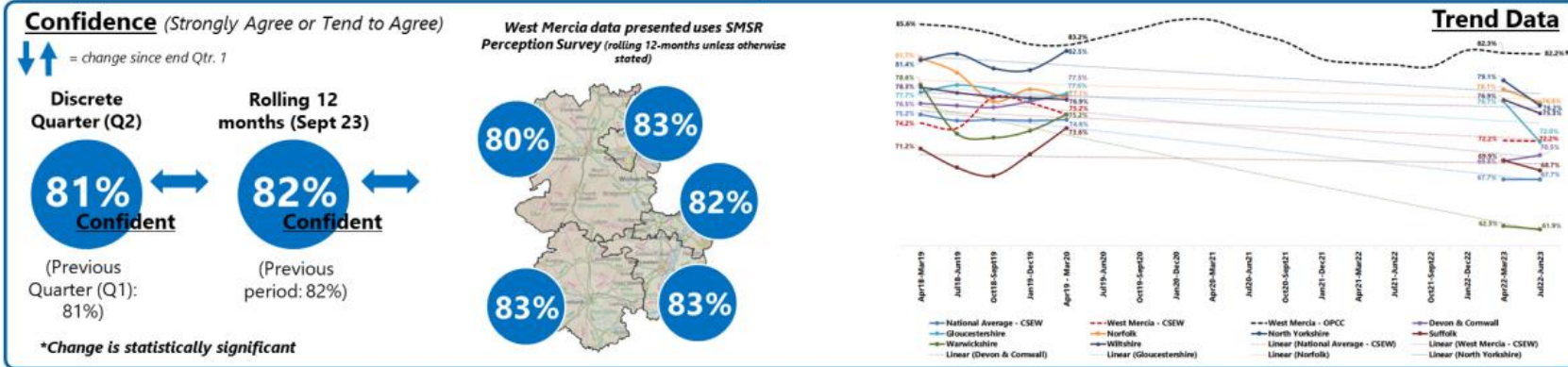


# Performance (Q3)



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## 1. Delivering a high quality, consistent service to the public 1.2 Creating public confidence



### Public Confidence Headlines

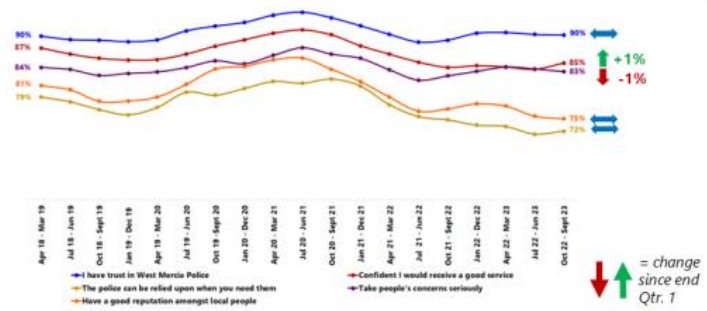
- As at end September 23, with a figure of **82%**, the force remains **significantly below the aspirational figure of 88%**.
- From the period ending March 2021, there is a **statistically significant decline in public confidence** – decreasing from 86%. There has been no change in the confidence figure this quarter compared to last (both when considering the rolling and discrete figures).

### Public Confidence: LPA

- Compared to the previous quarter, there has been very little change in public confidence by LPA.
- However, since the period ending March 2021, **North Worcestershire and Shropshire** have all seen **statistically significant falls in public confidence** (falling from 87% and 86% respectively).

### Public Confidence: Drivers

- **Three out of five drivers have remained the same** this quarter. Feeling **confident you would receive a good service** has gone up 1% and **taking people's concerns seriously** has gone down by 1%.
- From the **period ending June 2021**, there has been a **statistically significant decline in all drivers**. 'West Mercia having a good reputation amongst local people' has decreased most markedly – a fall of 11%, to 75%.



# Performance (Q3)

## 9. Service Users - Satisfaction

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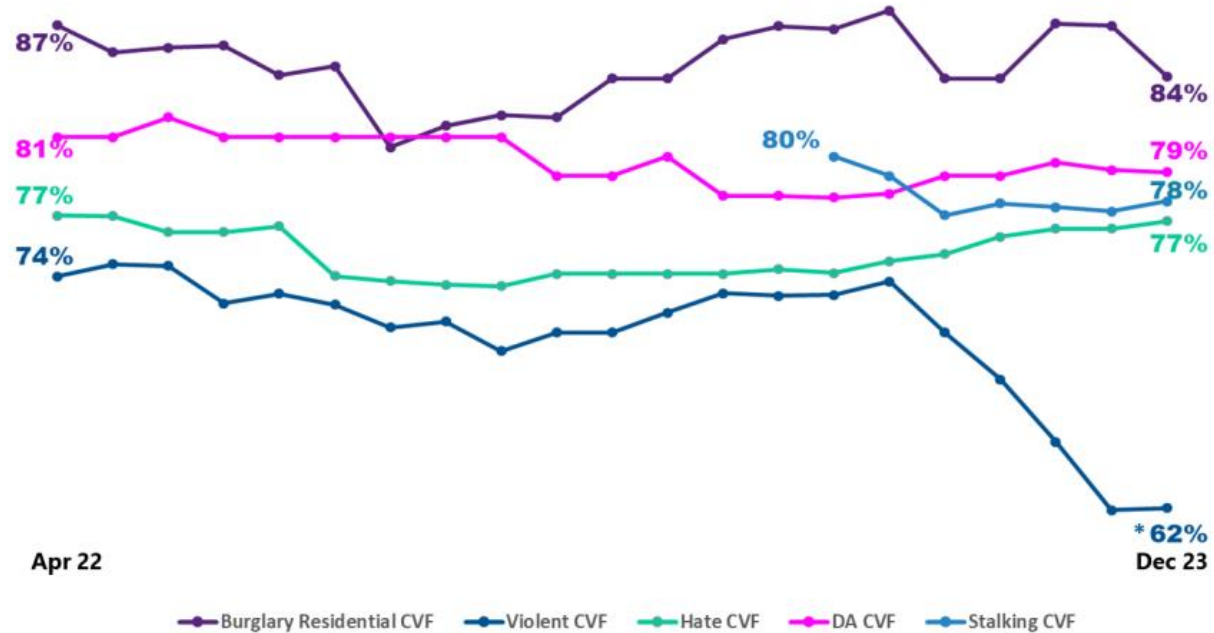
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### All Charts: % Completely, Very or Fairly Satisfied

Rolling data (burglary and violent = 6 months rolling; hate crime = 12 months rolling; DA = building up to 12 months rolling).

Targets:	
Burglary – 80%	Victims Completely / Very/ Fairly Satisfied (rolling 6 months)
Violent – 70%	Hate – 70%
	DA – 80%

### West Mercia



\* Change over reporting period shown is statistically significant

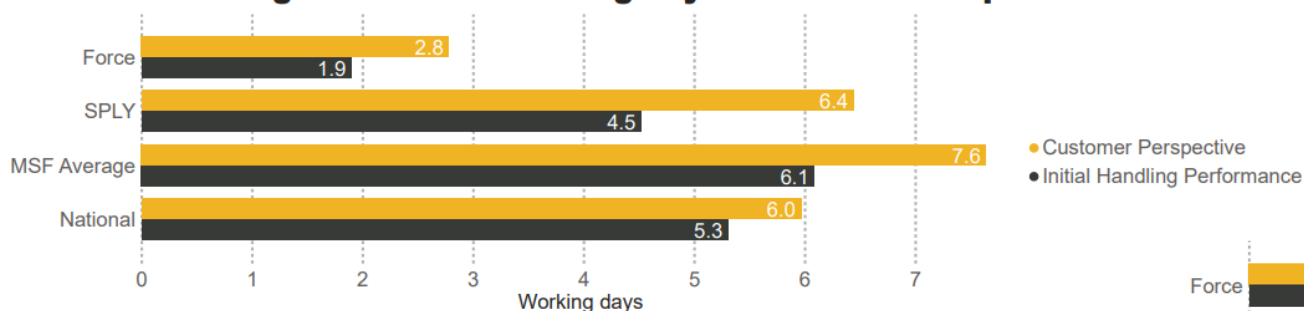


# Complaints & Misconduct (Q3)

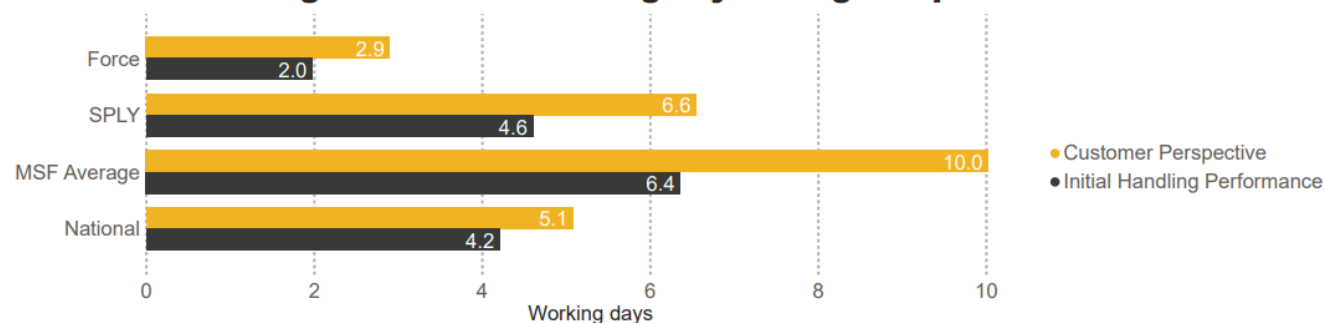
## Complaint cases logged

	Force	SPLY	MSF Average	National
Complaint cases logged	1,419	998	724	62,963
Complaint cases logged per 1,000 employees	318	227	224	249

### Average number of working days to contact complainants



### Average number of working days to log complaint cases



**Force** – Year to date force numbers, **SPLY** - Same period last year, **MSF** - Most similar force.

Most Similar Force (MSF) Group: Devon And Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, West Mercia, Wiltshire



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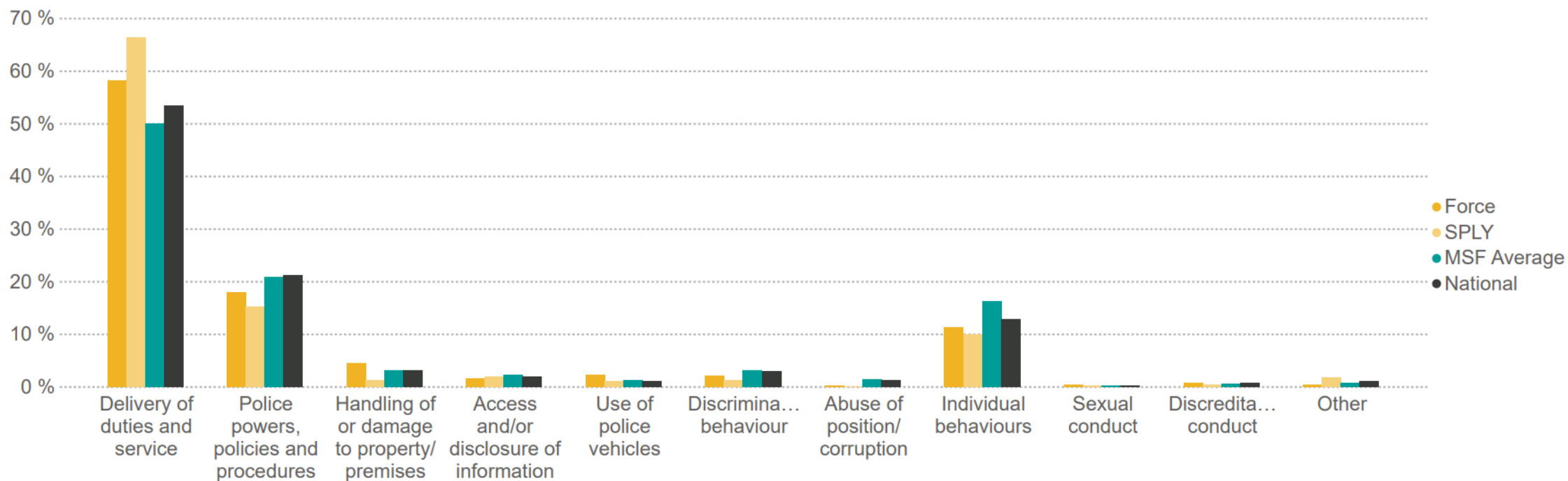




# Complaints & Misconduct (Q3)

## Allegations logged

	Force	SPLY	MSF Average	National
Allegations Logged	1,643	1,227	1,262	110,331
Allegations logged per 1,000 employees	369	279	382	436





# Complaints & Misconduct (Q3)

Factors	Allegation category											Total
	Delivery of duties and service	Police powers, policies and procedures	Handling of or damage to property/premises	Access and/or disclosure of information	Use of police vehicles	Discriminatory behaviour	Abuse of position/corruption	Individual behaviours	Sexual conduct	Discreditable conduct	Other	
Arrest	47	116	7	1	1	6	0	9	0	0	0	187
Call Handling	49	0	0	1	0	2	0	44	0	0	1	97
Child protection / CSA / CSE	37	3	0	2	0	1	0	1	0	1	0	45
Custody	17	68	2	0	0	2	0	4	1	0	0	94
Death	8	1	1	0	0	1	0	4	0	0	0	15
Domestic / gender abuse	93	10	1	2	0	3	0	7	1	2	1	120
Drugs / alcohol	17	11	0	0	0	0	1	3	0	1	0	33
Firearms	19	7	1	2	1	0	0	0	0	0	0	30
Fraud	15	1	0	1	0	0	0	1	0	0	0	18
Hate Crime	8	1	0	0	0	0	0	0	0	0	0	9
Investigation	392	74	20	4	0	9	0	24	0	3	0	526
Mental health	30	11	1	1	0	2	0	4	0	0	0	49
Missing persons	7	0	1	0	0	0	0	2	0	0	0	10
Neighbourhood policing	114	3	0	0	1	2	0	17	0	1	0	138
None	161	24	21	13	2	9	0	52	3	4	3	292
Premises search	6	30	13	0	0	1	0	7	0	0	0	57
Public order incident	5	0	0	0	0	0	0	0	0	0	0	5
Restraint equipment	1	2	0	0	0	0	0	0	0	0	0	3
Roads/traffic	85	35	10	2	35	3	1	14	0	4	0	189
Serious injury	3	1	0	0	0	0	0	0	0	1	0	5
Social media	7	2	0	0	0	0	0	3	0	0	1	13
Stop and/or search	11	19	1	0	0	3	0	8	0	0	0	42
Taser	1	2	0	0	0	0	0	0	0	0	0	3
VAWG - dissatisfaction handling	121	13	0	0	0	1	0	17	0	1	0	153
VAWG - police perpetrated	3	13	0	0	0	1	0	2	2	1	0	22







# Pillars of Operation Soteria & VAWG



## Build Trust & Confidence

- Respond unequivocally to allegations of police-perpetrated abuse, learning from mistakes & best practice.
- Challenge & address sexism & misogyny within policing
- Involve VAWG organisations, including charities supporting Black & minoritised women & girls, as well as individual women & girls with lived experience.
- Collect consistent local & national information on the availability of specialist VAWG investigators to build the right capability & capacity.



## Relentless perpetrator pursuit

- Relentlessly pursue & actively manage & target the most dangerous & prolific perpetrators.
- Better use of police powers to protect women & girls, & to manage & disrupt perpetrators.
- Adopt a trauma-aware approach at all levels, to better support victims through the criminal justice process, & focus on evidence-led prosecutions where appropriate.
- Enhanced supervision of VAWG investigations



## Safer Spaces

- Immediate & unequivocal prioritisation of VAWG
- Focus prevention work on the most dangerous online, private & public spaces



# Q&A

